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**TO: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers
Training Staff
Child Care Coordinators**

**FROM: Amy Mendel-Clemens
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Bureau of Eligibility Management
Division of Health Care Financing**

BEM/DWS OPERATIONS MEMO

No: 06-16

DATE: 03/17/2006

FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input checked="" type="checkbox"/>	W-2	<input type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	Other	EP	<input type="checkbox"/>	★

PRIORITY: HIGH

**SUBJECT: Payment For Two Or More Weeks Of Zero Hour Attendance On
Enrollment Based Authorizations**

CROSS REFERENCE: Operations Memo 06-01
Child Day Care Manual, Chapter 3, sections 2.4.0 – 2.4.3, 2.9.0,
and 2.10.0

EFFECTIVE DATE: FEBRUARY 26, 2006

PURPOSE

This memo will:

- Clarify the timeline of when workers must manually end authorizations,
- Describe how the Child Care Provider Information (CCPI) system will process two or more weeks of zero hour attendance on enrollment based authorizations, and
- Describe the new Request Payment for Zero Hour Attendance process that will be part of CCPI.

BACKGROUND

The Child Care Section issued new policy in Operations Memo 06-01 that eliminated paying 10-day notice when an authorization is ended because the child is no longer in care. The memo

also indicated that the authorization would be ended by the system as of the last week attendance was entered when two or more weeks of zero hour attendance is entered on an enrollment based authorization.

Many concerns were raised by local agency staff and child care providers about not being able to receive payment to legitimately hold the slot when the child does not attend. Additional concerns were raised that authorizations would be ended when the child was going to return to care in the near future. Many questions were raised when it would be appropriate to end an authorization with 10-day notice.

In this memo, the Child Care Section has provided clarification to policy and modified the process surrounding these issues in order to meet the policy intent of no longer paying for two or more weeks of zero hour attendance and the workload issue of ending authorizations unnecessarily.

POLICY CHANGE

ENDING AUTHORIZATIONS WHEN THE CHILD IS NO LONGER IN CARE

In Operations Memo 06-01 the Child Care Section eliminated the requirement to give 10-day notice when ending an authorization when a child is no longer in care. This policy applies to authorizations to licensed and certified providers as well as authorizations based on attendance and enrollment. The Child Care Section wants to eliminate paying for a child care slot when a child is not in attendance for 2 or more consecutive weeks.

New procedures have been developed in CCPI to ensure that payment is not made when zero hour attendance is reported on enrollment based authorizations without the system ending the authorizations. When workers become aware that a child will no longer attend a provider, he/she must manually end the authorization with the Saturday date of the last week that the child attended.

Payment will not be made when zero hour attendance is reported on attendance based authorizations. Providers and workers should no longer enter the average hours of attendance when a child has actually not attended in order to issue payment for 10-day notice on attendance based authorizations. The actual hours of attendance should always be reported.

ENDING AUTHORIZATIONS WHEN CHILD CARE ELIGIBILITY IS LOST

There is no change to the policy on how to end authorizations when Child Care eligibility is lost as described in the Day Care Manual, chapter 3, section 2.10.0.

If the family loses eligibility and remains in an approved activity, the family is eligible for Child Care until the end of the eligibility period. The Child Care Statewide Administration on the Web (CSAW) will end the authorization the weekend after adverse action in the last month of eligibility. CSAW will also recalculate the authorization using the highest copay the first weekend batch after the new income is entered and confirmed.

If the family loses eligibility and they are no longer in an approved activity, the worker must end the authorization with 10-day notice for the family if the child will remain in care. In some cases, this will mean that the authorization will end prior to the eligibility period. If the child will no longer be in attendance, the worker must end the authorization with the Saturday date of the last week that the child was in care. If the worker does not know if the child will be in care, the

authorization should be ended with 10-day notice. CCPI will not allow payment for two or more weeks of zero hour attendance.

PAYMENT TO HOLD THE SLOT

Payment can be made under certain circumstances to hold a slot. The reason for paying to hold the slot is that the parent has a short break in approved activity or the child is not able to attend. The parent will return to an approved activity or the child will return to care. Payment is made to hold the slot so that the slot will be available when needed in the future. The worker must try to negotiate a lower fee to hold the slot. The parent must continue to pay their copay so the authorized amount is the negotiated fee minus the copay. It is between the parent and the provider if the child attends during the period of time when the slot is being held open. This policy is described in the Day Care Manual, chapter 3, section 2.9.0.

Payment to hold the slot must not be made on attendance based authorizations.

The worker must decide if payment should be made to hold the slot. The reasons for allowing payment in order to hold the slot have been modified from the Day Care Manual and are described below:

Situations When Zero Hour Attendance Can be Paid	
Situation	Maximum Number of Weeks Of Zero Hour Attendance that can be Paid
Parent is temporarily laid off but will be returning to work within 4 weeks.	4 weeks
Parent has a temporary break in approved activity but will be returning to an approved activity within 4 weeks. Example: Parent attending school has one week off for Spring break. Note: This does not include when a parent is in between employment.	4 weeks
Parent is on medical leave from employment but will be returning to work within 6 weeks.	6 weeks with documentation from a physician
Family is on vacation but will be returning within two weeks.	2 weeks
Child is ill but will be returning to day care within 6 weeks.	6 weeks with documentation from a physician
The parent begins an approved activity within 2 weeks but must pay the provider in order to hold the slot until the activity begin date.	2 weeks

Payment can be made to hold the slot when attendance is normally reported. Payment to hold the slot does not need to be delayed until the parent returns to their approved activity or the child returns to care. A manual overpayment must be created if the parent does not return to work or the child does not return to care and payment was made for two or more weeks to hold the slot. The overpayment is a client overpayment.

PROCEDURE**CCPI PAYMENT PROCESS WHEN ZERO HOUR ATTENDANCE IS ENTERED ON ENROLLMENT BASED AUTHORIZATIONS**

Payment will be issued when one week of zero hour attendance is entered on an enrollment based authorization. No payment will be issued when two or more consecutive weeks of zero hour attendance have been entered. The Issuance Amount will display \$0.00 in check/EFT remittances, CSAW, and CCPI to identify that no payment has been made for zero hour attendance. The authorization will not be ended by the system. Payment will be issued if attendance greater than zero is entered for the authorization in the future.

If only one week of zero hour attendance is entered, payment will be issued. If a second consecutive week of zero hour attendance is entered after payment has been made for the first week of zero hour attendance, no payment will be made for that week of attendance and a negative adjustment will be created by CSAW for the first week of zero hour attendance. There is a new negative adjustment reason code of ZRO – PAYMENT FOR 2 OR MORE WEEKS ZERO HOUR ATTENDANCE. This negative adjustment reason code will only be generated by the system and can't be selected by workers when entering adjustments. This will make it easy for workers to identify overpayments created by CSAW for zero hour attendance.

This new process will become effective with the attendance period beginning February 26, 2006. Two or more weeks of zero hour attendance reported for an attendance period prior to February 26, 2006 will be paid but the authorization will not end.

Example 1: Zero hour attendance is entered on 3/14/06 for the weeks of 2/12, 2/19, 2/26, and 3/5. The authorization is on enrollment. Payment will be made for the weeks of 2/12 and 2/19. Payment will not be made for 2/26 and 3/5. The authorization will not end.

Example 2: Zero hour attendance is entered on 3/14/06 for the week of 2/26. The authorization is on enrollment. The issuance runs and payment is made for 2/26. Zero hour attendance is entered on 3/21 for the week of 3/5. The issuance cycle runs and no payment is made for 3/5 and a negative adjustment is generated by CSAW for 2/26 using ZRO as the adjustment reason code.

PROCESS TO MAKE PAYMENT TO HOLD A SLOT WHEN THERE IS ZERO HOUR ATTENDANCE

Payment should be made when there are two or more weeks of zero hour attendance on an enrollment based authorization and the worker has given approval to hold the slot. Either the parent or provider can communicate the need to make payment to hold the slot. The worker must verify with the parent the reason to hold the slot and must approve payment to hold the slot if it is allowed by policy.

Providers who report attendance using paper Child Care Attendance Report forms can request pre-approval for payment to hold the slot by entering the code AP (Approval Request) in the Special Use box on the form. Providers who report attendance in CCPI can request the pre-approval for payment to hold the slot on a new page in CCPI.

The worker or the provider will access a new page in CCPI named "New Payment Request" in order to enter the request for payment of zero hour attendance in order to hold the slot. The new page is accessed through the CCPI Authorization page. The CCPI Authorization page will have a new column named "Absence Details". A new link named "Request Payment for 0 Hr Attd" will be in the Absence Details column listed next to each child/authorization. The worker or provider will click on the link and go to the "New Payment Request" page where he/she will

enter the time period for which to make payment in order to hold the slot and reason for holding the slot. It is not required to enter comments on this page but workers should comment here or in case comments the reason for paying to hold the slot. The request for payment will be put in a pending status.

Child Care: Authorization Logout

Home Provider Information Announcements FAQ Reports Admin CSAW CCPC

Home > Provider Details > Location Details > Authorization

Packer Day Care Provider Number: 6800036206

Location: Packer Day Care Number 1 #001
6102 Favre
Fond Du Lac WI 45687

Regulation Authorization Payments Overpayments Attendance Provider Reports

[Click here to view Authorization Reports](#)

View Information for 4 Weeks From 02/24/2006 Search >

Children Authorized for Period 02/24/2006 to 03/24/2006
Page 1 of 1 - Records 1-6 of 6

Child's Name	Auth Ending Indicator	School Age	Date Of Birth	Primary Person Name	Case Number	Absence Details
Blue, John	Y		06/14/2003	Bonnie Blue	1700375717	Request Payment for 0 Hour Att'd
Blue, Jonas	Y		05/14/2004	Bonnie Blue	1700375717	Request Payment for 0 Hour Att'd
Day, Frank	Y		06/14/2000	Doris Day	9700373991	Request Payment for 0 Hour Att'd
Francis, Gary	Y		06/15/2001	Connie Francis	5700373653	Request Payment for 0 Hour Att'd
Francis, Greg	Y		05/14/2000	Connie Francis	5700373653	Request Payment for 0 Hour Att'd
Jacks, George	Y		08/14/1999	Connie Francis	5700373653	Request Payment for 0 Hour Att'd

If the local agency enters the attendance for the provider and the provider has entered AP in the Special User box, the request payment for zero hour attendance must be completed at the time the zero hour attendance is entered. The status will be pending until the worker updates the status.

If two or more weeks of zero hour attendance are entered and there is no request to make payment to hold the slot, payment will not be made. If it is later determined that payment should have been made to hold the slot, a positive adjustment must be entered.

While the status is pending, the worker will have time to contact the parent and verify if payment should be made for zero hour attendance in order to hold the slot. Once the worker has contacted the parent and made the decision to approve or deny the payment, he/she will go to the Modify Payment Request page. The worker can update the status to Approved, Denied, or Withdrawn. The worker can also approve/deny/withdraw the request on the List of Payment Requests Report page. Payment will only be made if the status is Approved. Payment will not be made if the status is Denied or Withdrawn. Payment will be pending (no payment – but there is a possibility of payment) if the status is Pending.

NOTE ➤ This process only needs to be completed in CCPI when the child is not in attendance and there is a need to make payment to hold the slot. If the child is in attendance payment will be made without the need to complete this process in CCPI.

New Request Payment page:

Regulation	Authorization	Payments	Overpayments	Attendance	Provider Reports
Case Number 5700373653			Pin Number 5100776170		
Primary Person's Name Francis, Connie			Child's Name Francis, Gary		
Existing Payment Requests for Zero Hour Attendances for the Child					
There are no Payment Requests for this child for this location.					
New Payment Request for Zero Hour Attendance					
Select the Reason for Absence from the dropdown box. Enter the Begin Date and End Date for which the child will be absent. The worker must approve the request for payments to be made. Please note that attendance must be entered for payments to be made to enrollment based authorizations.					
Reason for Absence <input type="text"/>					
Begin Date <input type="text"/>					
End Date <input type="text"/>					
Comments <input type="text"/>					
<input type="button" value=" < Submit and Go Back"/> <input type="button" value=" Submit >"/>					

Modify Request Payment page:

Packer Day Care Location: Packer Day Care Number 1 #001 6102 Favre Fond Du Lac WI 54687 Contact Phone: 920-456-1234	Provider Number: 6800036206				
Regulation	Authorization	Payments	Overpayments	Attendance	Provider Reports
Case Number 5700373653			Pin Number 5100776170		
Primary Person's Name Francis, Connie			Child's Name Francis, Gary		
Modify Payment Request Details					
Please note that if you are extending the period or changing the reason you need to ask worker to approve the details.					
Status <input type="text"/>					
Reason for Absence <input type="text"/>					
Begin Date <input type="text"/>					
End Date <input type="text"/>					
Comments <input type="text"/>					
<input type="button" value=" < Submit and Go Back"/>					

NEW CCPI REPORT TO TRACK PROVIDER REQUESTS MADE IN CCPI FOR PAYMENT TO HOLD A SLOT

A new report will be developed in CCPI that will list by county the cases where a provider has made a request in CCPI for payment to hold a slot. This report will be similar to the Attendance to be Confirmed report. All requests that have a status of pending will be listed on the report until the status has been changed to Approve, Deny, or Withdrawn. The report will be updated real time and list the requests that are pending at the time the report is requested. Workers will need to access this report weekly in order to timely process provider requests for payment to hold a slot.

TIMELINE OF WHEN NEW PROCESS WILL BE AVAILABLE

The New Payment Request page and report will be available in CCPI the end of March. We will add an announcement to CCPI and CSAW when it is available and update the CCPI Manual to describe this process in greater detail.

Until this new process is available, workers will need to process positive adjustments when no payment has been issued due to two or more weeks of zero hour attendance and payment should have been made in order to hold the slot.

PROCESS FOR TERMINATING AUTHORIZATIONS

No changes have been made to how the Terminate Auth box works on CCPI. When the Terminate Box is checked, the authorization is ended with the date of the upcoming Saturday.

There are plans to change how the Terminate Auth box works in the future in order to end the authorization as of the last week attendance has been entered. An announcement will be made in CCPI and CSAW when this change takes place.

SECURITY

Workers who currently have update access to CCPI Attendance will have update access to the New Request Payment pages. Workers who have query access to CCPI Attendance will have query access to the New Request Payment pages. Workers who have update access to CSAW Authorization Management will have update access to the New Payment Request pages.

If the worker has update or query access to the New Payment Request pages, the worker will have access to the New Payment Request report.

If a worker needs access to the New Payment Request page and report but he/she doesn't currently have access to CCPI Attendance or CSAW Authorization Management, you will need to request access through the normal security process.

COMMUNICATION TO PROVIDERS

Providers will be sent a check/EFT stuffer describing:

- When payment request for two or more weeks of zero hour attendance on enrollment based authorizations can be made in order to hold a slot.

- How to request approval for payment of zero hour attendance in order to receive payment for holding a slot.
- That no payment will be made for two more weeks of zero hour attendance if the worker has not approved payment for holding the slot in CCPI prior to the zero hour attendance being entered.

The check/EFT stuffer will be sent March 27th, April 3rd, 10th, and 17th. The check/EFT stuffer is posted on the web with this memo.

The directions on the Child Care Attendance Report form have been updated to indicate the use of AP (Approval Request) in the Special Use box.

CONTACTS

BEM CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DWD/DWS/BDS/RB